

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION ROTATIONAL ASSIGNMENT PROGRAM OPPORTUNITY
--

Occupational Category:

Managerial ____ Technical ____ Analytical X

Administrative X Clerical/Support ____ Other ____

Level of Responsibility: GS-9/11 Pay Band ____ WG/WM ____

Duration: 3 months ____ 6 months X Other ____

Timeframe: 1st quarter ____ 2nd quarter X 3rd quarter X 4th quarter ____

Title of Assignment: Developing and Documenting Office HR Procedures

Assignment Objective: To develop and document detailed procedures related to all HR responsibilities within the NWS Office of Climate, Water and Weather Services (OCWWS). Additionally, assist and backup OCWWS HR Liaison as needed.

Description of Tasks: The assignment requires the selectee to become familiar with the duties of the HR Liaison within OCWWS. The duties include preparing requests for personnel actions, submitting award requests to appropriate HR offices, assisting management in developing COOL hiring packages, preparing PCS travel orders, and updating OCWWS personnel database.

Once familiar with the OCWWS practices, document procedures clearly and concisely so another employee could easily pick up the duties and perform them accurately. The tasks may include researching various DOC and/or NOAA guidance.

Special Requirements and Selection Criteria: Only applicants in the local area will be considered.

The assignment requires good writing skills and ability to carefully examine details. Experience with word processing is required. Some experience with databases and spreadsheets is desirable. Selectee should have good people skills dealing with employees at all levels.

NOAA Line/Staff Office: NOAA's National Weather Service, Office of Climate, Water, and Weather Services.

Point of Contact: Laura A. Cook, (301) 713-1706 x126, Laura.Cook@noaa.gov

**NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION
ROTATIONAL ASSIGNMENT PROGRAM OPPORTUNITY**
Occupational Category:

Managerial____ Technical__X__ Analytical__X__
Administrative____ Clerical/Support____ Other____

Level of Responsibility: GS-11/12/13 Pay Band ____ WG/WM ____

Duration: 3 months ____ 6 months __X__ Other____

Timeframe: 1st quarter__ 2nd quarter__ 3rd quarterX 4th quarterX

Title of Assignment: CRM (Customer Relationship Management) Analyst

Assignment Objective: The Office of Climate Water and Weather Services (OCWWS) is one of the first offices in the National Weather Service (NWS) to implement a new Customer Relationship Management (CRM) System. The employee will help refine CRM policies, process, suggest improvements to the system, provide statistical reports to OCWWS senior management, and help to establish performance measures. The employee's efforts may shape the way CRM is used throughout the NWS.

Description of Tasks:

- Review CRM processes and policies and suggest improvements
- Suggest improvements to the CRM's web based interface
- Quality control
- Help establish and track performance measures
- Provide performance reports to OCWWS senior management
- Participate in NWS CRM Team meetings

Special Requirements and Selection Criteria:

Only applicants in the local area will be considered.

- Experience with customer service
- Some knowledge of database management
- Experience designing user friendly web or software interfaces
- Experience with Microsoft PowerPoint, Excel, and Word
- Good writing skills

NOAA Line/Staff Office: NOAA's National Weather Service, Office of Climate, Water, and Weather Services

Point of Contact: Mike Gerber, 301-713-1706 x116, mike.gerber@noaa.gov